

# STATE OF ALABAMA

## MEDICAID AGENCY — FY08 IT STRATEGIC PLAN WORKSHEET

### IT MISSION

**To provide information systems support to the Alabama Medicaid Agency.**

### IT VISION

**To provide reliable, dependable, quality information system solutions supporting and empowering our users to efficiently and effectively carry out the mission of the Alabama Medicaid Agency**

### VALUES

- Excellence

*We are committed to delivering quality customer services that consistently meet the Agency's needs and expectations.*

- Integrity

*Our customers can trust in the quality and reliability of our people to provide professional services, security, and support meeting their needs.*

- Respect

*We treat our employees, recipients, providers, and stakeholders with dignity and honesty.*

- Innovation

*We willingly embrace new ideas and new ways of doing things to effectively meet the changing needs of our customers.*

- Teamwork

*Our success depends upon establishing and maintaining effective collaborative partnerships throughout our Agency.*

### CUSTOMERS (Expectations)

- Medicaid Agency employees
- Electronic Data Systems (EDS)
- State agency partners
- Private entities under contracts/agreements

#### Expectations

- *Reliable, dependable, quality services and support*
- *Timely and responsive services and support*
- *Ensure data security and integrity*

- *Effectively communicate IS concepts, capabilities, and options to users*
- *Focused on user needs balanced with division resources*
- *Maintain general knowledge of operational business practices*
- *IS staff maintain currency and expertise*
- *IS will be given the resources needed to meet user demands*

### STAKEHOLDERS (Expectations)

- Medicaid providers and recipients
- Executive Branch
- Legislative Branch
- Social Security Administration
- Centers for Medicare and Medicaid Services (CMS)
- Internal Revenue Service
- Other State agencies
- Other Agency business associates
- Utility companies

#### Expectations

- *Ensure data and information security and integrity*
- *Timely and responsive services*

### STRENGTHS

- Experienced staff
- Expertise and knowledge of supported systems and Medicaid infrastructure
- IS infrastructure
- Leadership support for IS initiatives

### WEAKNESSES

- Inadequate staffing to support development and maintenance
- Lack of adequate resources to support cross training required to provide needed staffing flexibility
- Lack of a tested disaster recovery capability

- Lack of adequate communication to monitor IS project progress and identify process shortfalls
- Lack of adequately defined metrics and benchmarks
- Inadequate up-to-date policies and procedures to govern IS infrastructure

### OPPORTUNITIES

- Continued ISD support for professional services contracts

### THREATS

- Lack of an ISD provided and tested platform and facility for disaster recovery
- Lack of resources in the General Fund to meet needs
- Projected reduction in federal funding support
- Inability of the State Personnel and Merit System to consistently attract, hire, and retain qualified IT personnel

### WORKLOAD MEASURES (1-2(4))

W1: # of systems supported

W2: % of unplanned system downtime

W3: # of applications supported

W4: # of user helpdesk requests

W5: # of user application requests

W6: # of applications developed

### KEY GOALS (1-3)

G1 (DGX, GPX): To reduce annual unplanned system downtime by **75%** by migrating all PC systems and legacy systems, except for the Alabama Medicaid Application and Eligibility System (AMAES), into a client-server environment by the end of FY08.

G2 (DGX, GPX): Decrease the average number of workhours needed to maintain the AMAES by **30%** by reengineering the current aging system to reflect best industry standards and current user needs by the end of **FY12**.

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G3 (DGX, GPX): Establish an operational disaster recovery plan by the end of FY11.

### ASSUMPTIONS

- FY06 and FY07 initiatives are on schedule
- Staffing and funding remains consistent with historical trends
- Continued support for acquiring required professional services by the end of FY07

### OBJECTIVES

- (G1) OBJ1 (% of PC systems migrated into client-server environment): Complete migration of PC systems into client-server environment.
- (G1) OBJ2 (% of legacy systems migrated into client-server environment): Complete migration of legacy systems into client-server environment.
- (G1) OBJ3 (% reduction in annual system downtime): Reduce annual unplanned system downtime by 75%.
- (G2) OBJ1 (% of AMAES reengineering completed): Complete 20% of AMAES reengineering.
- (G3) OBJ1 (% of disaster recovery project completed): 25% of Agency disaster recovery project completed.

### CRITICAL ISSUES

#### INTERNAL

- None

#### EXTERNAL

- (G3) EC1: ISD must accomplish their planned goals regarding establishing a tested and operational disaster recovery facility

### STRATEGIES & ACTION PLANS\* (Person Responsible/Estimated Completion Date)

(G1) S1: Complete migration of all PC systems and legacy systems, except for the Alabama Medicaid Application and Eligibility System (AMAES), into a client-server environment.

A. Continue scheduled activities, including required training, in accordance with established migration project plans. (T. Flowers) (31 Mar 08)

B. Evaluate and validate completion of systems migration to client-server environment. (T. Flowers) (31 May 08)

C. Assess impact of new client-server systems on annual unplanned system downtime. (T. Flowers) (31 Aug 08)

D. Complete project completion report. (T. Flowers) (30 Sep 08)

(G2) S1: Reengineer the current aging AMAES to reflect best industry standards and current user needs.

A. Continue scheduled activities in accordance with established AMAES reengineering project plan. (T. Flowers) (30 Sep 08)

B. Integrate identified professional service resources into reengineering project schedule. (T. Flowers) (30 Sep 08)

C. Monitor and evaluate scheduled reengineering activities. (T. Flowers) (30 Sep 08)

D. Assess progress for FY and validate schedule of activities for FY09. (T. Flowers) (30 Sep 08)

(G3, EC1) S1: Working with ISD and contracted vendor, conduct an independent assessment of disaster recovery requirements and initiate recovery plan development.

A. Working with contracted vendor, evaluate current Agency disaster recovery capabilities. (T. Flowers) (31 Dec 07)

B. Working with contracted vendor, determine Agency disaster recovery requirements. (T. Flowers) (31 Mar 08)

C. Review identified requirements with ISD to determine external and internal system responsibilities and specifications. (T. Flowers) (31 Mar 08)

D. Work with vendor to develop Agency disaster recovery plan. (T. Flowers) (30 Sep 08)

E. Assess project progress and validate schedule of activities for FY09. (T. Flowers) (30 Sep 08).

\* Action plans will be submitted with Operational Plan, not the SMART Plan.

NOTE: As the planning and budget process continues, you will need to identify spending and staffing requirements for each action step, if possible. If not, then estimates will need to be provided for each strategy.